



# *Sales - Terms & Conditions*

## **Website Use & Conduct**

When browsing and using this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern the Railway Preservation Society of Ireland's relationship with you, in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website. Please read carefully before ordering products from our site, by ordering any of our products, you agree to be bound by these terms and conditions.

You agree to abide by and are solely responsible for all acts or omissions that occur under your usage, including the content of your transmissions through the website. We endeavour to give you the information you need but the Railway Preservation Society of Ireland (RPSI) does not guarantee descriptions to be completely accurate and denies all liability. We apologise in advance for any misrepresentation. All prices, descriptions, and pictures can change without notice.

## **Company Information**

Company name: Railway Preservation Society of Ireland

Place of registration: Castlevue Road, Whitehead, Co. Antrim, BT38 9NA

Registered number: NI 10798

Charitable Status number: NIC102389

Telephone: +44 (0)28 9337 3968

Email: [books@steamtrainsireland.com](mailto:books@steamtrainsireland.com)

## **Customer Care**

Should you have a complaint about the products that you receive through our site, please contact us by email at [books@steamtrainsireland.com](mailto:books@steamtrainsireland.com) and include your full name, your email address, details of your complaint and, if applicable, your order number. We aim to handle any complaints fairly, confidentially, quickly and effectively.

## **Copyright**

Our site is copyrighted and no part of it (including images, text, descriptions or intellectual property) may be reproduced without our written permission.

## **Placing An Order**

By placing an order through our site, you warrant that: You are legally capable of entering into binding contracts; you are at least 18 years old; the information that you have provided to us for the purpose of ordering or purchasing Products is correct; and the credit or debit card you are using is your own and that there are sufficient funds to cover the cost of the Products ordered.

## **Links**

Our website may provide links to our stocked brand's or third party websites. These links are provided for your convenience or to provide further information. They do not signify our endorsement of the website. Please note that the RPSI is not responsible for the content, privacy practices or accuracy of any websites linked to our site.

## **Laws**

Your use of this website and any dispute arising out of such use of the website is subject to the law of Northern Ireland. The terms of use shall be governed by and construed fully in accordance with the laws of Northern Ireland.

## **Use & Security**

You are personally responsible for your use of this website and the account provided to you by the RPSI and you agree to notify us immediately of any unauthorised use or breach of security.

All payment transactions through the RPSI website are processed via a secure online payment gateway and details are not stored on our servers. Payment can be made by using most credit cards and debit cards. Payment for your goods will be debited and cleared from your account upon dispatch of our order.

We are not liable for any delay or non-delivery due to validation checks or if we are unable to obtain authorization of payment.

## **Availability & Delivery**

We endeavour to dispatch your order within three working days of the day of receipt. During periods of excessive demand or under other exceptional circumstances these time indications may increase.

In the unlikely event a product you have ordered is out of stock, we will get in touch as soon as possible. You will be welcome to a full refund or to hold for the item to come back into stock (if this is possible within a reasonable amount of time). In the case of a multiple item order, we will deliver the remainder of your items and refund the outstanding amount.

## **Changes To Delivery Address, Method Of Payment And Information On Your Account**

When ordering from our website, you can contact us to give us a different delivery address or change your method of payment. You can also email us at

[books@steamtrainsireland.com](mailto:books@steamtrainsireland.com) to select a different delivery address, change your method of payment, change your address, telephone number or other contact details.

## **Placing An Order**

When you place an order you will be asked to check all your details before placing your order. Once your order is placed you will receive an email from us acknowledging that we have received your order. Please note that this does not mean that your order has been accepted (your order constitutes an offer to us to buy a product). All orders are subject to acceptance by us, and we will confirm such acceptance to you by sending you an email that confirms that the product has been dispatched, however please note that we shall not be responsible if our email is identified by any webmail service as junk mail and undelivered/misdelivered. The contract between us is formed once we send you this Dispatch Confirmation.

Accepted Payment Methods for Online Orders:

- Maestro
- Mastercard
- Visa
- Visa Debit
- Visa Electron

## **Order Cancellation**

On some occasions, orders or parts of an order may be cancelled by our system due to:

- Problems with processing payment information
- Unavailability of the item(s)
- Inability to deliver to address provided
- Your request for cancellation
- Duplication of the orders

If you would like to cancel your order please email: [books@steamtrainsireland.com](mailto:books@steamtrainsireland.com) with your order number. If your order has already been dispatched, we will notify you of this fact. Then once you receive the item(s), please return them in accordance with the Returns Procedure below.

## **Returns Procedure**

We hope you are delighted with your order, but if you are not satisfied with the goods you ordered, you have the right to cancel the contract with us within 7 working days of receipt of the goods. Please contact us at [books@steamtrainsireland.com](mailto:books@steamtrainsireland.com) for an RA number (Returns Authorisation Number)

Unfortunately returned items not accompanied by a RA number will not be accepted and will be sent back to you.

Please post the parcel back to us within 14 days of receiving your goods, and clearly mark returned packages as 'Returned Goods' – this helps to speed up the returns process and avoid unnecessary customs charges. Your items must be returned unused and in the same condition that you received them. We ask that you return items in their original packaging, where this is not possible, the packaging you use must be fit for purpose.

Provided the goods are received according to this procedure, we will reimburse the cost of the goods within 30 days of receiving your returned goods.

Where applicable product seals should not be removed. We will not accept return of goods that we reasonably believe have been used. In such cases, you will be notified by email that no refund will be made available to you and it will be your responsibility to arrange the return of the goods to you within 30 days of our email regarding lack of refund. The only exception to this is in the case of incorrectly supplied or faulty goods, where your statutory rights apply.

Returned goods will be exchanged or refunded to your original method of payment (minus the delivery cost and any other relevant costs incurred).

Any item returned outside the 14 days, not in its original condition - damaged, soiled, altered, without original seal in place, etc., will not be accepted, cannot be refunded / exchanged and will be sent back to you.

Please send all return goods using registered postage or a courier service and retain a proof of postage / tracking, as the goods remain your responsibility until received by the RPSI. Unless your order has been incorrectly supplied or the goods are faulty (although we will check them before we ship to save you this inconvenience), you are liable for the costs incurred for return postage.

Please contact [books@steamtrainsireland.com](mailto:books@steamtrainsireland.com) for any further details.

Returns Address: RPSI Postal Sales, 103 Wynchurch Road, Belfast BT6 0JJ, Northern Ireland.

### **Damaged or Faulty Items**

You are responsible for examining the goods following delivery. If the goods delivered are damaged or faulty in any way, please notify us within 3 working days from the delivery by email to [books@steamtrainsireland.com](mailto:books@steamtrainsireland.com).

Provided that the goods are unused and have been stored safely and in appropriate conditions, we will repair/replace the goods or offer you a refund.

### **Non-delivered or Incorrect Items**

Within the order packaging, you will find a Delivery Note listing goods that you ordered. If the goods delivered do not match those listed, please notify us within 3 working days from the delivery by email: [books@steamtrainsireland.com](mailto:books@steamtrainsireland.com). Provided that the goods are unused and have been stored safely and in appropriate conditions, we will replace the goods or offer you a refund. In the absence of your notice within 3 working days, we shall not be

liable in respect of undelivered, incorrect or defective goods if defects have occurred during transportation and would be apparent on examination. Please provide our Customer Services Team with your order number and keep the original packaging of the items. Goods must be returned to us within 14 working days of delivery. Please ensure that the returned parcel is properly sealed and that you receive and retain a proof of postage. If we accept your return and if you have chosen a refund, we will process the refund within 30 days of the goods. You will be notified by email from our Customer Services Team. Repairs, exchanges and replacements will be processed within 5 working days of receiving the goods. We are not liable for returned goods lost in transit. Your statutory rights remain unaffected.

## **Delivery**

UK Delivery: Add 10% for orders up to £50. If you spend over £50, delivery charge stays at £5

ROI and Eurozone Delivery: Add 30% for orders up to €50. If you spend over €50, delivery charge stays at €15

International: Please email us at [books@steamtrainsireland.com](mailto:books@steamtrainsireland.com) for delivery rates.

How long will my item take to arrive?

We endeavour to dispatch all successful orders within 3 days.

## **Customs**

Please note that products delivered to destinations outside the EU may be subject to taxes, fees or other charges as a result of custom regulations/local legislation.

The purchaser is responsible for all custom formalities for the import of the goods as well as for payment of any additional charges, including import duties, custom entry, taxes, levies and any other charges that might be applied outside of the EU.

Please check for import charges applicable in the country of your order destination before ordering items to be delivered there.

## **Privacy**

We treat your information like it was our own so you can be sure that we will protect your privacy. The information you give to us is used to process orders and for us to update you on the status of your order.

When you order we need the following information:

- Full contact name
- Email address
- Billing / delivery address
- Credit card or debit card number
- Card expiry date

- CVV / security codes
- Contact telephone number

Important: All payment transactions through the RPSI website are processed via a secure online payment gateway and details are not stored on our servers.

We will not share any of your details with other companies other than those that are needed to provide your delivery.